

G-04204A-05-0046



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4700

Investigator: John La Porta

Phone: (602) 542-0819

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 41813

Date: 2/2/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Dana

Kocher

Account Name: Dana Kocher

Home: (000) 000-0000

Street: 4825 Steinke Dr

Work: (000) 000-0000

City: Kingman

CBR:

State: AZ Zip: 86401

is:

Utility Company: Unisource Energy Services

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Attached correspondence from a customer requesting that the Commission deny Unisource's request for a gas surcharge.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Comments noted for the record. CLOSED.

End of Comments

Date Completed: 2/2/2005

Opinion No. 2005 - 41813

Arizona Corporation Commission

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ARIZONA CORPORATION COMMISSION
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G-0420405-0046

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: John La Porta

Phone: (602) 542-0819

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 42133

Date: 2/14/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Owen

Mell

Account Name: Owen Mell

Home: (928) 776-1296

Street: 1028 Hyland Circle

Work: (000) 000-0000

City: Prescott

CBR:

State: AZ Zip: 86303

is:

Utility Company: Unisource Energy Services

Division: Gas

Contact Name: Gary Smith

Contact Phone: (520) 226-2212

Nature of Complaint:

Customer called to voice his displeasure with Unisource Gas asking for a surcharge to its gas bills.

End of Complaint

Utilities' Response:

N/A

End of Response

Investigator's Comments and Disposition:

Customer comments noted for the record. CLOSED.

End of Comments

Date Completed: 2/14/2005

Opinion No. 2005 - 42133

G-04204A-05-0046

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Reg Lopez

Phone: (520) 628-6555

Fax: (520) 628-6559

Priority: Respond Within Five Days

Opinion No. 2005 - 41916

Date: 2/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By:

John

Mahaffey

Account Name:

John Mahaffey

Home: (928) 771-1216

Street:

1375 Valley Ranch Circle

Work: (000) 000-0000

City:

Prescott

CBR:

State:

AZ Zip: 86303

is:

Utility Company. Unisource Energy Services

Division:

Contact Name: 0000

Contact Phone: 0000

Nature of Complaint:

Received letter dated 2-2-05. Letter addresses opposition to the 5% increase being sought by UNE per an article in the Arizona republic. He, as a senior citizen received a 2-3% increase, the UNE would take care of the increase. Wants UNE executives to follow the airline industry in top executives reducing their "shy high" salaries.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

2-7 I was unable to find anything in Dockcase regarding a UNE rate increase application. I obtained the customer's tel# via Directory Assistance. I called the customer and spoke to Mrs. I acknowledged letter and to please have Mr. Mahaffey call me.

End of Comments

Date Completed:

Opinion No. 2005 - 41916

G-04204A-05-0046

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: (520) 628-6556

Fax: (520) 628-6559

Priority: Respond Within Five Days

Opinion No. 2005 - 41931

Date: 2/7/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Meridith

Leo

Account Name: Meridith Leo

Home: (928) 636-8801

Street: 1218 N. Highway 89, space 17

Work: (000) 000-0000

City: Chino Valley

CBR:

State: AZ Zip: 86323

is:

Utility Company: Unisource Energy Services

Division:

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

Customer is upset as she heard that Unisource may be asking for an additional gas increase. Customer lives on \$564/month so when she receives a gas bill for \$104 like she did last year she need assistance from an agency or she will have her services disconnected. Customer does not understand why these big companies continue to ask for and receive such huge increases from the Arizona Corporation Commission.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

I called customer and thank her for writing us. I told customer that I would enter her Opinion into our database for the record. CLOSED.

End of Comments

Date Completed: 2/7/2005

Opinion No. 2005 - 41931

G-04204-05-0046

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Al Amezcua

Phone: (602) 542-0842

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion No. 2005 - 41801

Date: 2/2/2005

Complaint Description: 08A Rate Case Items - Opposed

First:

Last:

Complaint By: Donald

Greene

Account Name: All Star Laundramat

Home: (000) 000-0000

Street: 7840 E State Route 69 Unit 1A

Work: (000) 000-0000

City: Prescott Valley

CBR:

State: AZ Zip: 86314

is:

Utility Company: Unisource Energy Services

Division: Gas

Contact Name: Gary Smith

Contact Phone: (928) 226-2233

Nature of Complaint:

02/02/05 Mr. Greene called the Commission because he wanted to voice his opinion about a .6 cent per therm increase. He is not happy and feels the increase will affect his bill by 9%. In 11 years he has seen a 300% increase over-all. He wants to commission to know that he opposes the increase request.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

02/02/05 comments taken and filed. Close.

End of Comments

Date Completed: 2/2/2005

Opinion No. 2005 - 41801